



(L-R) Rob Canfield, general manager of TPC Group; David Nichter, production manager; Rex Rossman, project manager; and Preston Liebong, job superintendent

clients throughout the United States. Today, customers include national chain accounts, as well as office, retail, restaurant and medical facilities.

Total Precision Cabinetry was developed in 2004 to further meet the needs of the construction company's clients. Specializing in commercial casework and retail furniture for national and regional chain customers, it was a natural addition to the construction business.

In 2005, Restore-It began offering custom furniture design, replication and restoration services to commercial and residential clients. The company works closely with Total Precision Cabinetry to create or restore custom-crafted furniture for its upscale clientele.

Together, these three successful organizations serve as a single source for customers interested in everything from initial design and build-outs to custom cabinetry and casework to furniture repair and reupholstering. The construction company often serves as the catalyst for additional jobs assigned to the other businesses.

"We start building a project and most often, it goes from there," explains Jon Canfield, owner of TPC Group. "In fact, we do so much more after the first visit—soft goods, cabinets, etc. For every two clients that we pick up, we probably average ten new jobs among our three companies."

"While each business serves its own customer base, the strengths of the group often enhance the marketability of one of the entities," he continues. "I do not know of another company that does all of the same things we do. What I do know is that all of our businesses doubled their growth in the past year. The concept of the group sells our services."

The growth Canfield mentions is reflected in the recent moves made by all three organizations. Restore-It was the first to relocate, moving from a small shop on Sherman Boulevard to a 6,500 square foot space on Wells Street. The new location features a retail showroom complete with restored furniture and enticing fabrics, as well as a wood shop and upholstery area. Interior design services are available as well.

"We now have an interior designer on staff, as well as an incredible upholstery staff who can create new furniture pieces or duplicate existing ones," says Vicki Canfield, manager and owner of Restore-It. "The new location also allowed us to expand our custom bedding and draperies and add designer fabrics and reorderables."

In spring 2007, the construction and cabinet companies consolidated into one 15,000 square foot building on Lofty Drive. The entire cabinet shop was retooled and now includes a state-of-the-art CNC machining center and a beam saw, as well as a large spray bake finishing booth. Most of the equipment is automated, reducing the time each job requires but increasing TPC's design capabilities.

"If you can dream it, the machining center can build it," says Canfield. "We can bring in blueprints or even just ideas and make it happen. Plus, we can turn things around four to five times faster now."

Canfield adds that business has picked up so much that the cabinet company was able to retain all of its employees. He also emphasizes that not everything is automated. Custom woodworking is still done by the shop's craftsmen on a regular basis.

Amidst all the relocation, TPC Group

# A TRIPLE THREAT

TPC Group serves as a single source for customers interested in everything from initial design and build-outs to custom cabinetry and casework to furniture repair and upholstery.

article by LauraMarie Carmody • photography by Steve Vorderman

For TPC Group, this year has been all about change for the better. Each of the corporation's three companies, TPC Construction, Total Precision Cabinetry and Restore-It, relocated to accommodate burgeoning business. The result is a combination of increased square

footage, new equipment and enhanced products and services.

The first step in understanding the success of TPC Group involves an explanation of how its three companies function independently, yet work together to give the corporation a unique

competitive edge.

In 1996, Jon Canfield founded the first company, TPC Construction. Initially, the company provided residential remodeling services in the Fort Wayne area, but it quickly shifted to build out and new construction services for commercial

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also has found time to revamp the corporate website, enhancing the content and adding a new project tracker for clients. The password-protected tracker includes photos and detailed information specific to a given job. It is updated every time there is a change in the status of a project.

E-mail alerts are automatically generated and sent to a client each time an update is made on the system. There is even a response button within the e-mail that allows clients to instantly communicate back to the company.

"It is a tremendous service, especially for customers located out of town or out of state," says Canfield. "It also is beneficial to customers who have several projects in different cities and states at the same time."

The site also features an online estimator for Restore-It customers, making it possible to have furniture estimates done without bringing an item to the store or having someone come to your home. Digital images can even be uploaded to assist in this process.

Although there have been a multitude of changes this year, one thing has remained constant—the collective focus on customer service.

"TPC Group is a humble company with humble beginnings," says Canfield.



Stan Meyers restoring wood furniture

"We are a service company, built to serve our clients."

"We have a unique advantage," he adds. "These businesses have grown on the pure wants and needs of our clients. Customers told us what they needed and we did just that."BP

For your information...

**TPC Group**

TPC Construction • Total Precision Cabinetry • Restore-It

TPC Construction  
Total Precision Cabinetry  
2801 Lofty Drive  
Fort Wayne, IN 46808

Restore-It  
3676 Wells St.  
Fort Wayne, IN 46808

Phone: 260.459.1300  
Owner: Jon Canfield  
Number of Employees: 25  
Website: www.fwtpc.com

Years in Business: 11  
Products/Services: Commercial and retail build outs, precision cabinetry, furniture restorations, high-end outdoor cabinetry and kitchens

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